

JAMES BONNER

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After transitioning from a career in barbering into the IT sector, I am currently working as a Technical Customer Support Executive for NorthRow. I have recently passed my self-funded Diploma in Full Stack Software Development through the Code Institute. In my role I work with Cloud tools and I am currently studying to sit my AWS cloud practitioner exam.

EXPERIENCE

MARCH 2023 – PRESENT

TECHNICAL CUSTOMER SUPPORT EXECUTIVE AT NORTHR
85 GREAT PORTLAND STREET, FIRST FLOOR, LONDON, W1W7LT

As a Technical Support Executive at NorthRow, I support our customers on our legacy and flagship products, ensuring strict adherence to service level agreements (SLA). My primary duties revolve around tackling complex technical issues, employing tools such as Chrome DevTools and Postman for in-depth analysis of our APIs and applications, executing queries on Microsoft SQL and MySQL databases, identifying and monitoring issues both externally with our data providers and internally with Data Dog, and utilizing Jira for ticket management and documenting investigations to be passed on to the engineering team. I have access to AWS and have been able to improve my knowledge and experience by utilising tools such as CloudWatch, DynamoDB and S3 to further my investigation and take on more technical work.

NOVEMBER 2022 – DECEMBER 2023

DIPLOMA IN FULL STACK SOFTWARE DEVELOPMENT (ADVANCED FRONT END) AT CODE INSTITUTE

I enrolled in a full time Diploma program in Full Stack Software Development at the Code Institute, which I completed on December 13th with a pass.

Throughout the course, I have acquired proficiency in a range of programming languages, including HTML, CSS, JavaScript, and Python, as well as gained hands-on experience with frameworks such as Bootstrap, Django, and React. I have learned how to successfully deploy and host an application to Heroku and use Git and GitHub for version control.

As part of the curriculum, I was tasked with developing and deploying five projects which are all accessible through my Github - <https://github.com/JamieB92>.

PREVIOUS EXPERIENCE

JUNE 2022 – MARCH 2023

TECHNICAL SUPPORT SPECIALIST AT KERI SYSTEMS INC,
BURLINGHAM BUSINESS CENTRE, UNIT 1 MAIN ROAD, NORTH
BURLINGHAM, NORWICH NR13 4TA

Responsibilities include managing a busy call queue, working with customers to resolve complex technical issues, recording and managing client issues and bugs using Zoho Desk.

Additional responsibilities include working with internal Doors.Net software using SQL, managing client databases and networks, and solving ad-hoc problems for the customer.

SEPTEMBER 2019 – SEPTEMBER 2022

BARBER AT CROPPERS, 5 ST GREGORY'S ALLEY, NORWICH, NR2
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Further expansion of clientele and maintaining a high standard of service.

Building team working competency and identifying new areas of business. Adapting to new and uncertain situations surrounding the COVID-19 pandemic.

AUGUST 2013 – SEPTEMBER 2019

BARBER AT GATSBYS BARBERSHOP, 3 ST BENEDICTS ST,
NORWICH, NR2 4PE

Expanding client base through building relationships and enhancing portfolio of work. Duties eventually included deputising when the owner was away and running the shop as the responsible person in his absence.

TECHNICAL SKILLS

- HTML
- CSS
- Javascript
- Python
- Django
- Django Rest Framework
- React
- Git
- Github
- MS SQL
- MySQL
- Restful APIs
- AWS

COMPETENCIES

- High level of organisation and time management.
- Fast learner with capability to pick up new skills quickly.
- Adaptability and flexibility to accommodate changing customer requirements.
- Highly IT literate and confident with computer hardware and software.
- Excellent interpersonal and customer communication skills.